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ABSTRACT

This report presents the results of a major 5-year review by the State Library of Pennsylvania Advisory Council on Library Development of the 1984 Comprehensive Plan for Library Service in Pennsylvania, together with related resolutions adopted by delegates to the 1990 Governor's Conference on Library and Information Services. The council review covered the seven issues, two goals, and five objectives identified by the comprehensive plan and discussed additional issues which might have emerged during the past 6 years, or issues that are no longer relevant. They also reviewed 19 recommendations from the 1984 comprehensive plan, which fall into three broad areas: quality of library service, materials and resources, and management practices. It is noted that both the conference and the comprehensive plan called for the improvement of library service in all types of libraries, with specific recommendations for public library service. The report includes: (1) a compilation of the process used in the council's review; (2) subcommittee reports, council discussion and conclusions, and the 1989 conference resolutions that pertain to each recommendation; and (3) a summary of activities that still need to be addressed. (MAB)

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Improved Access to Pennsylvania's Library Resources

A REVIEW OF THE COMPREHENSIVE PLAN AND GOVERNOR'S CONFERENCE RESOLUTIONS

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The State Library of Pennsylvania
Advisory Council on Library Development
SEPTEMBER 1990

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September 1991

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IMPROVED ACCESS TO PENNSYLVANIA'S LIBRARY RESOURCES

A Review of
The Comprehensive Plan and Governor's Conference Resolutions

The State Library of Pennsylvania
Advisory Council on Library Development

September 1991

Prepared For

THE STATE LIBRARY OF PENNSYLVANIA

By FORESIGHT, INC.

September 1991

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I. INTRODUCTION:

In 1981 the State Library was charged with developing a comprehensive plan for library service in the Commonwealth. A ninety-four member planning committee was appointed to represent business, government, library professionals and supporters, and the general public. They worked over a two year period to develop their recommendations which were published in 1984.

In 1989 the Governor's Advisory Council on Library Development (GAC) initiated a major five year review of the Comprehensive Plan in preparation for the Governor's Conference on Library and Information Services. Both the Conference and the Comprehensive Plan called for the improvement of library service in all types of libraries, with specific recommendations for public library service.

Following is the review of the 19 recommendations which reflects the dedication of Council members to their task. It is a compilation of:

The process used by the Council in their review

Subcommittee reports, Council discussion and conclusions, and the Governor's Conference resolutions which pertain to each recommendation

A summary of activities which still need to be addressed.

II. THE PROCESS

The following work plan was developed and used by the Council:

1. They reviewed the seven issues, two goals and five objectives identified in the Comprehensive Plan, and discussed additional issues which might have emerged during the past six years, or issues which are no longer relevant.

2. They reviewed the Plan's 19 recommendations and identified those which have been accomplished; those which need to continue; and those which, because of the passage of time, may no longer be as crucial as they were when the plan was completed.

Work on these was done by volunteers from the Council, either individually or in teams, or by the Council as a whole, in meetings and through telephone conferences.

3. Working sessions, reports and discussions were held over the next year and a half and concluded in September, 1990. The intent was to provide a status report and further directions for continued implementation as a foundation for recommendations from the 1990 Governor's Conference.

In their review the Council discussed public awareness of services and funding, the communities served by libraries, how they are funded, and whether or not library services should be mandated.

A matrix was followed that provided time at each meeting of the Council in 1989 and 1990 for discussion of the work done by Council teams on each of the Plan's recommendations.

The Council consulted with library and networking groups, associations and individuals, as appropriate to making their recommendations, particularly in the areas of continuing education, resource sharing and technology.

The Council discussed the two overall goals of the plan and raised the following points:

A. Increased emphasis on access has been a major success of the Plan.

B. Public awareness of services and their benefits and funding (under the objectives) should be elevated to a goal. Comments included: the library community itself needs to be prepared to defend and promote its services before appropriate funding bodies; there is a need to have a particular governmental agency responsible for local library services, possibly the county; and the state may be the appropriate structure to require local funding.

C. Library staff should be trained to be aware of the mechanisms to provide library service.

D. Libraries should advertise what they have to offer; public service announcements are not easy to come by anymore; libraries are in competition with other kinds of services and may need to fund public information activities.

Within the seven issues the Council identified the following elements as still of great importance:

1. Marketing of library services and programs.

2 Accessibility to resources , whether by walk-ins, innovative programs, and relationships between types of libraries, particularly school and public libraries.

3. How to measure objectives within the issues, particularly utilization of service.

4. Impact of technology. There is need to consider the impact on the population as a whole; libraries must be prepared to address different expectations and needs of the general population; and how the physical plant may be changed by technology - the interaction between print and electronic media.

III. COMPREHENSIVE PLAN RECOMMENDATIONS/GOVERNOR'S CONFERENCE RESOLUTIONS

Recommendation #1: SERVING LOCAL DECISION MAKERS IN EDUCATION, BUSINESS, LABOR AND GOVERNMENT The State Library should encourage all types of libraries to develop and improve library and information services to their administrative and funding bodies and to their local business community.

COUNCIL DISCUSSION: Council focused on the State Library report and agreed much had been accomplished in meeting this recommendation. They felt WORKPLACE is an important state program with high visibility and impact.

Council agreed decision makers did not always consider local libraries as places for community information needs. The Neighborline Project, a program of the Carnegie Library of Pittsburgh, is an outstanding attempt to provide information that is changing this perception.

Council questioned involving small public libraries in online searching. Small libraries usually rely on larger libraries to provide these services; however, many larger libraries do not offer on-line service. They did agree small libraries using on-line services would not want to be without them. The cost isn't that great for the service provided.

COUNCIL CONCLUSIONS: No further recommendations were made.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #1: Each library, with the support of state libraries, professional library associations, and library friends groups, should organize, maintain and fund effective advocacy and public relations efforts.

RESOLUTION #8: Public and institutional libraries shall be involved in providing adult literacy services; partnerships must be created at the state and local level to serve as coalitions in coordinating and publicizing the efforts of libraries with public and private agencies and organizations; and Act 143 funding for adult literacy should be increased.

RESOLUTION #10: The Governor should charge the Commissioner of Libraries to develop mechanisms to build partnerships between public and private sectors in order to increase the role of library and information services in economic development; the State Library should provide leadership to establish a statewide coalition of existing groups to plan and develop policy for information technology; the Governor should convene a task force for the Commonwealth to examine the role of libraries in economic development; and the State Library should develop mechanisms for libraries to support the information needs of small business, including training, on a cost recovery basis.

RESOLUTION #11: The State Library should develop and support programs to market the value of library and information services and should support continuing education for librarians and information professionals in marketing.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #1:

State Library staff reported that they:
1. published Problem Definition Process: a guide to Research Strategies, 1989, and the revision of Pennsylvania Online: a Curriculum Guide for School Library Media Centers, 1990

2. provided training in online bibliographic searching techniques to 300 librarians, conducted annual student searching contests, demonstrated searching techniques to business leaders and developed a plan for the involvement of small public libraries in online searching, and held reciprocal workshops between various state agencies

3. continued expansion of LIN-TEL which includes six intermediate units, 1 special school, 10 academic libraries, two public libraries, five public school district library offices, two school district professional libraries and the Pennsylvania Department of Education Resource Center and impacts 161,890 students from 126 school districts in 49 counties; presented LIN-TEL to the School Boards Assn.

4. increased the use of the Resource Center by 600% since 1982 and provided software support for CD-ROM products in ACCESS PA

5. worked with government agencies such as the Department of Commerce and Small Business Action Center on "Books for Success," the Department of Community Affairs on information for their briefings to local government officials, the Department of Labor and Industry to utilize JTPA funds to expand WORKPLACE to 10 correctional and 38 additional public library sites, developed linkage between WORKPLACE sites and Small Business Action Network, including development of software on Pennsylvania entrepreneurship

6. held exhibits and programs on libraries at annual conferences of Township Supervisors, County Commissioners, School Boards Association and Boroughs Association, and participated in the Small Business Exposition, and prepared handout on local library funding

7. promoted Pennsylvania Group Access through PALINET and PRLC, installed over 400 fax machines in libraries and produced a telefax directory, provided leadership for Pennsylvania Department of Education's participation in PREPnet, adopted an affiliate member category as an incentive for high schools to participate in Interlibrary Delivery Service and subsidized C.A.L.L., an electronic mail system available to link all types of libraries

8. provided LSCA Title I grants to the Carnegie Library of Pittsburgh to establish NEIGHBOR/LINE, which utilizes branch libraries as reference/referral resource centers for economic development organizations and to numerous other public libraries for the purchase of materials to serve the unemployed.

Recommendation #2: PLANNING: In order to be eligible to receive state grants, all libraries must involve their communities in the preparation of a five-year plan. This plan should include a needs assessment which addresses technological services.

COUNCIL DISCUSSION: Council discussed the status report from State Library staff on planning activities relating to effectiveness; if they should be more aggressive enforcing the requirement for plans; if they should do more to encourage planning, especially for technology.

Council accepted the principle that the planning process is a positive one which encourages better services and programs. Planning needs to be updated continually, then supported with state and federal funds. Automation grants preceded by planning grants prove the value of planning. Ultimately, the success of planning will come about as a result of exposure to the issue; training in planning is critical.

Council discussed whether the language of the recommendation should be amended. They discussed "requiring" a plan vis-a-vis "encouraging" planning and possibly amending the regulations to reflect this.

It was not thought to be wise to revise the regulations at this point, as the deliberations of the Pennsylvania Library Association Funding Committee could have implications for portions of the Code. The Code and Regulations must be reviewed together.

COUNCIL CONCLUSIONS:

1. Training in needs assessment and the planning process is critical; the State Library should establish planning workshops as a priority, with more than one person from a library attending, and trustees.

2. District Library Centers should continue to work with and encourage local libraries to be involved in the planning process.

3. The mandate for district and systems to have five-year plans should be retained, and updates required.

4. There is need for consultant staffing at the State Library.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #6: The Commission on Accreditation should be reconstituted to amend the recent proposal for Accreditation of Public Libraries to focus more clearly on the services rendered and their relevance to the unique needs and interests of the particular community served by the library system; the adjusted set of criteria to be developed should embrace the Planning Process and Output Measures as recently developed by ALA; and the accreditation process should be given broad support for the ultimate benefit that it can bring to libraries and information centers nationwide.

RESOLUTION #7: The State Library shall acquire funds and provide guidance and strategic planning in support of literacy services by libraries within the Commonwealth.

RESOLUTION #28: The Municipal Planning Code should be amended to require counties and municipalities to include plans for library facilities as a component of their comprehensive plans and the state should provide leadership and funding for including libraries in county plans and in relating county plans to the state plan.

RESOLUTION #29: The State Library should develop a statewide strategic plan for library facilities, including standards for space, collections, accessibility and geographic need and per capita distribution; a strategic plan should be developed that identifies the location of need for improved or new space and recommends ways of identifying sources of funding; and the U.S. Congress should increase Library Services and Construction Act, Title II funding.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #2:

State Library staff reported that:

1. Plans are required for District Library Centers (DLC) and public library systems to be eligible for district center aid and incentive aid. Minimum and basic standards do not require plans from local independent public libraries. Systems and districts vary in the extent that they utilize a planning process to guide their activities. All district centers have submitted a plan, but only 19 have submitted updates to these plans.

2. Most systems have submitted plans, but few have been updated. Most systems and districts developed their plans using some modification of American Library Association's planning process.

3. Although submission of long range plans by LSCA grantees is not required, one criterion for approval for LSCA funds is that the project be appropriate in terms of the applicant's long range plan.

4. Planning has been encouraged through LSCA grants. When district plans came due each district center received a District Library Center improvement grant to be used to implement its plan. At least one district used its grant in part to hire an automation consultant and plan for automation of the system.

5. Since 1984 ten competitive grants that involve planning have been funded. Four of these were studies and plans to form county library systems. These plans all stressed a great deal of community involvement. Four were automation plans. Funding automation planning projects before funding an automation project is well worth the time and money involved. One Title III grant was for planning multi-type cooperation.

6. More needs to be done to encourage planning, especially at the local level. Since the Public Library Association has come out with the book "Planning and Role Setting for Public Libraries," the time is right for more continuing education. The process was introduced at a district center meeting two years ago, but one workshop is not enough in a state as large as Pennsylvania.

Recommendation #3: CONTINUING LIBRARY EDUCATION: The State Library should participate in the design, coordination and provision of library related continuing education opportunities within the state. Emphasis of programs should be on the needs of library personnel, administrative bodies and library users. Content should focus on marketing, interlibrary cooperation, technology and governance responsibilities.

COUNCIL DISCUSSION: The Council discussed the sub-committee report and concluded that the state has done an extremely effective job in a range and variety of materials and course opportunities that have been offered, but they have not been directed toward certification. Specific needs continue for support staff training.

City and rural areas alike need training in communications, public relations, technical services, reference services, children's services, AV and introductory public services. The Council was disturbed that librarians do not need any continuing education to maintain certification and this should be studied further.

COUNCIL CONCLUSIONS:

1. A requirement for periodic training should be considered. Staff skills need to be updated on a regular basis.

2. Regional workshop sessions should be considered. Harrisburg programs are often swamped with participants. While the State Library does a good job with the east and west offerings, this sometimes does not reach small libraries. Four or five sessions are needed to cover the state.

3. Credit and/or certification should be considered. The state should take a very active role in providing courses that permit people to become certified. It could contract for development of the program syllabi and video tapes. Programs could then be delivered through the district library centers; a fee for participants should be considered. Experience has shown that the payment of a modest fee brings with it a sense of commitment. A continuing education committee should be established at the state level.

4. Continuing education is imperative. There is a need to encourage not only the support staff, but the professional librarians to update their knowledge.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #11: The State Library should develop and support programs to market the value of library and information services; and it should support continuing education for librarians and information professionals in marketing.

RESOLUTION #14: The State Library will provide workshops to enable libraries to better serve people with all types of disabilities; and Congress will provide funds to implement provisions of the Americans With Disabilities Act that will result in the elimination of physical and communication barriers to information access.

RESOLUTION #19: The State Library and the U.S. Department of Education should support a professional personnel needs assessment in order to meet future service needs; a marketing program to recruit professional personnel from the population at large should be undertaken by the State Library of Pennsylvania, in collaboration with state and national library professional organizations and library education programs; and the State Library of Pennsylvania and the library schools should seek funding from state, federal and private sources to provide incentive scholarships and fellowships to encourage prospective students, including minorities and disabled, to attend library school.

RESOLUTION #20: The State Library should convene a statewide task force to address the educational needs of all levels of library personnel; and the technologies of distance education should be utilized by the library schools to provide library education programs, including continuing education to library personnel.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #3:

The Subcommittee on Continuing Education met on June 13, 1989, in Allentown. After full discussion of the pertinent section in the Comprehensive Plan, there was general consensus that:

1. State Library programs for continuing library education are comprehensive, effectively dispersed geographically, well attended and well received.

2. Continuing education remains a high priority because of the need for currency, revitalization of public and technical services, and the enhancement of creative problem solving that results from professional stimulation.

3. Specific needs continue to occur in the following areas: support staff, communications, public relations, technical services, reference services, children's services, A-V services and introductory public services, planning, marketing and in implementing Chapter 5 regulations.

Recommendation #4: EFFECTIVENESS OF STANDARDS: The State Library should institute studies to determine how effective state standards have been in assuring quality library services and, where appropriate, develop or revise standards to assure quality library service.

The approach taken on this particular recommendation was to get feedback from key groups on how they felt about the effectiveness of standards. Studies have not been done to determine how effective the state standards have been. The difficulty is that once standards for libraries are established, there is no control group to measure effectiveness. This recommendation was discussed by the district center consultants and directors and system directors.

COUNCIL DISCUSSION: Council commented that it is difficult to keep minimum standards minimum and provide extra incentive when minimum standards are exceeded. The minimums are very hard for some libraries to meet and Pennsylvania's standards are lower than the national standards. The American Library Association has encouraged community-based standards and no longer supplies quantitative ones.

A review of standards of public libraries should be matched by standards review for other libraries. However, school library standards are set by the State Board of Education and schools are governed by the School Code. It is appropriate for the Council to adopt a recommendation that would approve a review of standards as they exist in school libraries. The State Librarian and the Commissioner of Basic Education recognize the advisory role the Council has for libraries. The climate may be better for discussion in this area than it has been in previous years because of the appointment of the State Librarian at the Commissioner level.

COUNCIL CONCLUSIONS:

1. The State Librarian should meet with the Commissioner for Basic Education to explore the welfare of school libraries. A line item should be included in the Governor's budget for school library materials. The Council also needs to know if it would be acceptable for them to review school library standards at the same time public library standards are reviewed.

2. A line item should be in the state subsidy indicating there is money for school library materials in the local budget, such as $1 per student which must be used for library books. It would be part of the subsidy formula and would assure that some of the state money would go to school libraries.

3. The Council endorsed the value of standards and recommended they be reviewed, now and periodically, when the State Librarian feels there is sufficient staff to begin this task.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #17: State and local funding should be increased to fully implement current Chapter 5 regulations within two years; and the goal of having at least one full time certified librarian operating on a flexible schedule should be implemented in every elementary school as rapidly as possible.

RESOLUTION #21: A statewide minimum salary for public librarians should be enacted into law by the State Legislature, just as there is a state mandated and supported salary for teachers.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #4:

There have been no studies completed on standards since the Comprehensive Plan recommendation.

Work has been done on Chapter 5 regulations for school libraries requiring so many hours of library instruction at three different grade levels. New guidelines were published by the School Library Media Division in 1983 and 1987. There is a current review of these regulations by the Board of Education.

Recommendation #5: GREATER INCENTIVES TO COUNTIES Greater incentives should be provided for counties to assume responsibility for public library services, including services to the unserved.

Possible implementation activities of this recommendation were included in the recommendations. These are in part: 1) Develop an educational program...; 2) Provide more state aid for county systems...; 3) Recognize counties that do support quality public library programs.

COUNCIL DISCUSSION:

Discussion centered on the State Library report which indicates:

1. Of the five counties with a referendum-passed millage, the per capita amount as a result of the referendum ranges from $3.47 per capita to $6.10 per capita.

2. There are regulations that make it awkward to try to change anything at the local level.

3. Some counties would be willing to make small appropriations, but the regulations say that if libraries accept county money they have to serve the county. It doesn't make sense to serve a county with a large population for a very small contribution.

COUNCIL CONCLUSIONS:

Consideration should be given to using meetings of county commissioners for programs on what library services are provided and what needs for service still exist. The County Commissioners Association has a spring program and legislative and summer seminars. It might be beneficial to have a program that directs the attention of county commissioners on a statewide basis to the importance of libraries, the difficulties that libraries have with funding, and the issue of full funding of state aid.

No further action was taken by the Council on this recommendation.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #24: Each of the 67 (sixty-seven) counties in Pennsylvania with state and federal support should be designated by law as an agency for the provision of funding for library and information programs and services; and the Commonwealth shall develop additional dedicated sources of funds for libraries.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #5:

There has not been much done on this particular recommendation in the Comprehensive Plan except in the appointment by the Pennsylvania Library Association of a Local Funding Task Force. This part of the Plan needs to be reviewed in terms of the Task Force report when completed.

However, some increases in the number of counties supporting library service have been accomplished:

1. Four more counties now have a referendum-passed millage, bringing the total of such millages to 5.

2. Four other counties tried but failed to pass such a referendum.

3. One county levied an additional millage to the referendum millage.

4. Two more county library systems have been developed, bringing the total to 28 Federated and 6 consolidated or a total of 34 systems. Two previous federated systems dissolved, one over governance and the other over allocation of funds.

5. Thirteen counties provide no appropriations to libraries.

6. Most counties have increased their appropriations significantly.

Recommendation #6: STRENGTHEN SERVICE TO STATE GOVERNMENT: The library which is part of the State Library should establish as its primary focus the provision of services and resources required to support information and research needs of state government. It should, however, continue to make its collections and services as generally accessible as circumstances permit, giving particular attention to its responsibilities to support other libraries by improving access to the collections and services.

Seven separate implementation activities were suggested as part of this recommendation for strengthening service to state government. Staff reviewed the activities and status of each with the Council.

COUNCIL DISCUSSION: The Council felt dial access to the State Library catalog and lending through inter-office mail was an enhanced service to state government. Requesting and receiving materials by mail is for state employees only, at this time. The general public is still served by interlibrary loan through local libraries. The telephone is not toll free. State agencies are on the state network and they encourage state agencies not located in the Capitol Complex to do their searching online. There have been increases in interlibrary loan because of the service, but some requests other than state government are not filled due to staff shortages.

The State Librarian spoke about long-term efforts and praised the determination the catalog reflect the total information base of the State Library. Regional resource centers will meet to review work done a number of years ago.

COUNCIL CONCLUSIONS: No action was taken on this recommendation.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #13: The state should provide adequate funding to the State Library in the next fiscal year for the implementation of a full state depository program, including marketing, dissemination and cataloging.

RESOLUTION #18: The Governor and the General Assembly should provide funding and authorization for hiring of qualified personnel to fill 17 present vacancies on the Library's staff and restore 27 positions eliminated between 1978 and 1986; and the Governor and the General Assembly should be urged to provide adequate funding for library materials purchases so that the State Library can properly acquire the information required and needed by the other libraries of the Commonwealth.

RESOLUTION #30: The Governor and the General Assembly should provide authorization and funding for planning and construction of a new facility for the State Library which meets future needs for service, and which has sufficient space for collection and users.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #6:

1. A pilot program is being developed for materials collection staff to work directly with key personnel in other agencies to understand information needs and develop the collection to meet these needs.

2. Regular monthly orientation programs are provided to introduce State Library resources and services to state agency personnel; sessions are held at other times as requested. In addition, on line services are offered to state agency personnel when appropriate. No charge is made for these services. A current awareness service is provided by copying tables of contents pages from selected periodicals as requested by state personnel. Staff regularly scan major newspapers for in-depth coverage of current topics; distributing a monthly list of serial articles to state personnel with copies upon request.

3. Periodic meetings of state agency librarians are convened by Library Services Division staff, to share information about collections and services maintained by the State Library and the individual departments' libraries. NOTIS software gives the State Library the capacity to develop an online union catalog of the holdings of state agency libraries. To implement this would require conversion of the libraries' present catalog records to MARC format and to put in place telecommunication links between the Department of Education mainframe and the individual agencies.

4. The COM catalog was in place when the Comprehensive Plan was published. Copies were given all state agency libraries, with new editions issued quarterly. An orientation session on use of the COM catalog was held for state agency librarians. Online catalog was introduced in April 1986, and has been accessible at all terminals connected to the Pennsylvania Department of Education mainframe. Dial access to the online catalog was introduced in October 1989. A promotional brochure was mailed to state agency libraries, to key administrative and management personnel in all agencies and to all libraries in the state. It provides times service is available and the telephone number to call.

5. The State Library continues to acquire at a greater than "basic" level books, periodicals, and other materials in subjects for which it is responsible as a Regional Library Resource Center. In most fields it is unable to purchase in the needed depth because the cost of materials has risen more rapidly than the materials budget.

6. The State Library was the first depository library to combine catalog records for its 1976-to-date documents collection with catalog records for other materials in a COM catalog or an online catalog. New government publications catalog records are loaded monthly; catalog records are purchased from a vendor. The Pennsylvania State Plan for Federal and State Documents Service in Libraries was published in 1986, as a result of collaboration between State Library staff and the Pennsylvania Library Association Government Documents Round Table.

Critical staff shortages prevent all of the above activities from being expanded or improved to any degree.

Recommendation #7: STATEWIDE ACCESSIBILITY: The State Library should develop some means for providing statewide accessibility to all types of libraries.

COUNCIL DISCUSSION: Council discussed the recommendations of the subcommittee reviewing this recommendation. These were:

1. There should be a statewide educational program explaining differences in mission, service, funding and clientele for all types of libraries.

2. "Access" should be defined, for purpose of this objective, as interlibrary loan, and recognized as a complementary service, not a primary service or substitute for direct purchase and local availability of basic materials.

3. A possible vehicle for achieving a line item for school library materials in the state budget might be a statement of support from public libraries who see what happens when school library materials are deficient.

4. The access card has reached its goal. It should not be seen as a vehicle for getting the public into school libraries. The group that is most interested is the community colleges, who should be happy to lend to maintain the local community support that is so essential. Many community college students create a heavy drain on public library resources. Students may get a public library card and the public library isn't reimbursed through ACCESS PA for the books loaned.

COUNCIL CONCLUSION: Council approved the Committee's recommendations.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTIONS:

RESOLUTION #2: The Commonwealth should develop policies which create incentives to encourage cooperative collection development; and the State Library should continue its support of the Council of Pennsylvania Library Networks; and should establish a Task Force to determine the feasibility of a single statewide information database.

RESOLUTION #4: The State Library, in cooperation with other libraries and national preservation associations, should formulate a state plan for preservation of library materials; the Governor should request and the Legislature should appropriate funds for a statewide preservation program; and the Library of Congress should coordinate the preservation programs of the states, commonwealths, and territories.

RESOLUTION #5: The U.S. Congress should authorize the Superintendent of Documents to provide public documents to Federal Depository Libraries in forms readily available to the general public; and the U.S. Congress shall continue to fund the federal depository program.

Recommendation #17: RESTRUCTURE THE PUBLIC LIBRARY SYSTEM: The Pennsylvania public library system should be restructured to: a) encourage independent public libraries and township library systems to join county library systems; and b) define the responsibilities of systems, system member libraries, the District Library Centers, the Regional Library Resource Centers and the Division of Library Development.

COUNCIL DISCUSSION: A separate system board receives the state aid for libraries in the library system. The county appropriation is to the county library, not the system. At one time there was hope that the development of county systems might bring forth local funding from the county. This has happened in some counties. One county federated system has become a consolidated system. One other county has just become a system.

The Governor's Advisory Council on Library Development determines which counties have District Centers. This was done in the 1960's after much study, and has remained unchanged.

COUNCIL CONCLUSION: It was suggested by the Council that since the original structure came from the Martin Plan it might be appropriate some time in the future to look at the current structure, the problems connected with that structure, and also the funding problems. The Martin Plan was done in 1959. They concluded they would not take any action until after the Governor's Conference.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTION:

No resolutions which relate to this recommendation were adopted by the Governor's Conference Delegates.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #17:

There has not been action on this particular recommendation in the Comprehensive Plan.

1. The State Library has continued to encourage the development of county-based public library systems though workshops on system development and in consultant work with the District Library Centers.

2. Two more county library systems have been developed, bringing the total to 34 federated and 6 consolidated systems. Two of these are township based systems and one is a two-county system. Two previous federated systems dissolved, one over governance and the other over allocation of funds.

3. The Directors of these systems have been meeting yearly in conjunction with one of the District Library Center meetings. The State Library has planned a system symposium for system directors to be held in May 1991.

Recommendation #18: REVIEW REGIONAL RESOURCE PROGRAM: The State Library should initiate a review of the Regional Resource Program to determine needs and modify programs if appropriate. The State Library, the board of the Regional Library Resource Centers, and representative users should re-evaluate the Regional Library Resource Center program including collection development, and interlibrary loan reimbursement, and develop appropriate action programs.

COUNCIL DISCUSSION: It was reported the focus by the Regional Resource Center Board was on looking at the services provided, and the public library structure, and how the Regional Resource Center Program fits in. In the early 1980's the collection intensities and retrospective strengths were determined. A brochure was published and distributed through the District Library Center system to all the libraries to remind them this was a resource that was available.

One of the things the Board realized is the need to provide awareness of the Resource Center collections and capabilities. There is a need to see whether the agreement made 30 years ago is still in the best interest of the institutions.

COUNCIL CONCLUSION: No action was taken by Council on this recommendation. They will wait for a report on the Regional Resource Program.

CONFERENCE DELEGATES ADOPTED THE FOLLOWING RELATED RESOLUTION:

RESOLUTION #18: The Governor and the General Assembly should provide funding and authorization for hiring of qualified personnel to fill 17 (seventeen) present vacancies on the [State] Library's staff and restore 27 (twenty-seven) positions eliminated between 1978 and 1986; and the Governor and the General Assembly should be urged to provide adequate funding for library materials purchases so that the State Library can properly acquire the information required and needed by the other libraries of the Commonwealth.

FIVE YEAR ACCOMPLISHMENTS ON RECOMMENDATION #18:

1. Directors of Regional Resource Centers met with the State Librarian and reviewed the program.

2. Meetings of the District Library Center administrators, and consultants and the reference and interlibrary loan staff are to be scheduled at the Regional Resource Centers.

3. Collection managers will meet on a more systematic basis to review how well they are building their cooperative collection resource. Each Center has primary clientele, each institution has changed since they set out to build specific collection strengths.

IV. PENNSYLVANIA'S UNFINISHED AGENDAS

The work of the Council shows there is still much work to be done in the implementation of some of the recommendations. This was reinforced by the 1990 Governor's Conference Delegates with their 31 resolutions. These resolutions also called for action on other issues not addressed by the Comprehensive Plan. While it is not realistic to expect all of these issues to be addressed simultaneously, some parallel projects and programs must continue moving forward.

In the past quarter century, there have been a number of key library studies in Pennsylvania. Some recommendations keep surfacing and resurfacing through past plans and conferences:

In 1958 Lowell Martin surveyed library services in Pennsylvania. This survey led to the establishment of the present system of state aid for public libraries. It also resulted in legislation establishing local libraries, district library centers and regional resource centers. The Comprehensive Plan recommended a revision of the state aid program and the 1990 Governor's Conference adopted a resolution calling for full funding of the state aid program. The Comprehensive Plan recommended a review of the Regional Resource Program.

In 1967 Lowell Martin resurveyed Pennsylvania libraries. One of his recommendations called for the development of county and multi-county library systems. When minimum standards for public libraries were enforced in 1974 the Library Development staff realized the need for county or multi-county systems to keep smaller libraries in the State Aid Program. This development created some possibilities for confusion and conflicts of roles of county systems and District Library Centers. Council recommended a review be made of the regional structures and services.

An early recommendation of the Comprehensive Plan committee called for another study of the public library structure in Pennsylvania. While not part of the Comprehensive Plan final report, the need had been identified in the recommendations of the 1974 " Master Plan" for a restructure of the public library system, and in a variety of recommendations calling for financial incentives to counties in the 1977 and 1990 Governor's Conferences and the Comprehensive Plan.

A recommendation of the "Master Plan" called for legislative authority for the State Library to promote and assist cooperation among different types of libraries. This recommendation also came out of the 1976 "Plan for Library Cooperation in Pennsylvania." Legislation was passed in 1981 which broadens the powers of the State Librarian to work with other types of libraries. The legislation also calls for financial support for statewide cooperation. This financial support has not been forthcoming, except for some funding of the ACCESS PA database and statewide card program, in spite of repeated recommendations from the "Master Plan," the 1977 Governor's Conference on Library and Information Services, the Comprehensive Plan, and the 1990 Governor's Conference.

The 1977 Governor's Conference called for state legislation to provide funds for public library construction and increased funding under Title II of LSCA. This was an initial recommendation of the Comprehensive Plan committee and was again brought out as a resolution at the 1990 Governor's Conference. The 1977 Governor's Conference also included the addition of any publicly funded library facility to eligibility for federal and state construction funds. The 1990 Governor's Conference further recommended the construction of a new State Library facility.

Another recommendation of both Governor's Conferences is the addition of one full-time certified librarian operating on a flexible schedule in every elementary school. This is a critical need if students are to be equipped with the skills necessary for lifelong learning.

The Council felt there is a continuing need to expand and improve library and information services personnel. This was emphasized by Council's recommendation that:

A. Continuing education is imperative and a requirement for periodic training should be considered. Staff skills need to be updated on a regular basis. A continuing education committee should be established at the state level. Regional workshop sessions should be considered.

B. Credit and/or certification should be considered. The state should take a very active role in providing courses that permit people to become certified, by contracting for development of the program syllabi and video tapes. Programs could be delivered through the district library centers with a fee for participants.

C. Something needs to be done to improve the low public library salaries. This has always been an issue and, while not appearing as a full recommendation until the 1990 Governor's Conference, the library associations and community have been identifying this as a need to be addressed for many years.

D. There is a need for effective recruitment of librarians. This was identified by the 1990 Governor's Conference Delegation as a priority. The Council was concerned about Pennsylvania losing some of the academic programs for the preparation of library and information science professionals in the Commonwealth and emphasized the critical need to continue to provide access to quality library education programs.

The Master Plan, the Comprehensive Plan, and both Governor's Conferences all recommended increased funding for public library services. The Pennsylvania Library Association is continuing an in-depth study of local public library funding and will be making some recommendations in this area. The need is still critical.

The 1977 Governor's Conference called for the establishment of a Bureau of Special Library Services within the State Library to more fully develop services to the institutionalized and citizens with special needs. This was never implemented and, due to staff cutbacks, the former Division of Special Library Services became part of the Advisory Services Division. The resolution from the 1990 Governor's Conference addressing services to the disabled gives recognition that much remains to be done in this area. Council along with State Library staff reviewed services to institution residents and services to people with special needs. They developed the following outline of needed services, which include:

A. Service to institution residents
   1. Staffing
      a) Establish a professional retraining program in a Pennsylvania American Library Association accredited library education program to train librarians to meet specific needs of institutionalized.
      b) Work with Civil Service Commission to assure job specifications require all institution libraries to be managed by professional staff.
      c) Encourage minorities to enter institutional librarianship, provide training through distance learning to paraprofessionals already employed in the libraries.
   2. Services
      a) Introduce new models of library service in institutions, including appropriate use of technology to address specific needs of the institutionalized; i.e. literacy, re-entry skills, self-esteem, stress.
      b) Increase access to quality library services for adjudicated youth.
      c) Strive to ensure that all Department of Correction libraries meet American Library Association Standards for Correctional Libraries.
      d) Strengthen links with public libraries to assure library habits/re-entry skills acquired by institution residents are carried into community libraries.

B. Non-Institutionalized Mentally Handicapped
   Provide training for public librarians in both areas of sensitivity and appropriate materials, programs, etc.

C. Limited English Speaking
   1. Increase non-English materials in Pennsylvania public and institution libraries according to local needs.
   2. Develop English as a second language resources in public and institution libraries and encourage staff to get training.
   3. Encourage libraries to hire bilingual/bicultural staff.

D. Physically Disabled
   1. Encourage use of Regional Libraries for the Blind and Physically Handicapped services.
   2. Provide training for library staff.
      a) Sensitivity to special needs.
      b) Appropriate materials and physical accommodations.
      c) Legal requirements.

There needs to be continued efforts directed towards marketing and promoting library services and programs. This was emphasized by the Council's recommendations that:

A. Primary and secondary school students should continue to be taught in all classes that the library is the first place to go for information and the specific skills needed to access information in all formats should be taught as part of the school library media program.

B. College and university students should continue to learn more sophisticated methods of access and should master bibliographic skills.

C. Library schools should promote librarianship and teach it as a people oriented profession, stressing human relations and basic marketing skills.

D. Library boards should be trained to accept the role as spokespersons to promote and advertise the library in the community.

E. Mission and priorities should be defined by libraries, collections targeted to the needs of the community and kept up-to-date, attractive, and multi-media; hours provided to correspond to the changing work schedules and family patterns in the community; bright, easy to read signage provided; staff required to "put the user first" before routine library tasks and stress user service as a top priority.

F. Advertisements about library services and programs should be placed on billboards, flyers, radio, TV, buses and trains, in malls, etc.

G. Libraries should network with other community agencies and organizations to gain a wider user base and a broader fund-raising base.

H. Librarians should invest in themselves to improve the image of the profession by participation in community activities and with memberships in and actively participating in other community agencies and associations.

I. Since the local library is the key to a marketing program, it was recommended that every library receive a small booklet with suggested monthly activities to promote their libraries.

Both the 1977 and the 1990 Governor's Conferences recommended unanimously that taxes be increased to support libraries. This has also been an overriding priority of the Pennsylvania White House Conference Delegates, as well as the Board of the Pennsylvania Citizens for Better Libraries.

These unfinished agendas need to be addressed, along with other priorities identified by the Council, by the library community and by the 31 resolutions of the 1990 Governor's Conference. The challenges facing the library community in the above agendas are numerous. They will require political acumen and the building of advocacy connections with other groups for implementation.